Remodel Breakdown

The new model separates the work into pods.

Call Center
- Answer all incoming calls to the opportunity centers
- Assist customers by answering general questions regarding application process and program eligibility
- Direct messages to appropriate case management including Change Unit

Change Pod
- Responsible for processing and authorizing case changes
- Responsible for corresponding with customers to request additional verification and processing the case change
- Responsible for hearings related to changes processed
- Changes to be performed include: IEVS, SPEND DOWNS, Add A Baby, DASS, Income Changes, Address Changes, Other Assigned Alerts, Returned Mail, Periodic Report Forms, ERI Applications, and Out of County Transfer Requests
- Correspond with customer via telephone and/or mail to explain changes and results
- If a change processed by the change pod results in the potential eligibility for a new category of OWF or FS, notification will be sent to the customer to contact their worker for an appointment
- Process PRC applications for the Center

Clerical Support Area
- Provide standard greeting in all opportunity centers increasing consistency and customer service
- Reconfiguration of waiting rooms & reception area to form individual lines for different service needs
- Separate room to screen intake applicants and locked file areas to secure confidentiality
- Responsible for annotating all incoming verifications in CLRC

Specialized Pods

- The main objectives of Specialized Pods are to:

     Reorganize cases by benefit type to deliver specialized services to better meet community needs

     Allow Pods to train and focus on specialized program knowledge, increasing competency and reducing error rate

     Lift burden from case managers of being responsible for knowledge of all programs, thus increasing performance and job satisfaction

Child Care/Healthy Start Pod

- Responsible for instituting and maintaining all child care, healthy start only, healthy families only and transitional Medicaid only cases
- Coordinate efforts with family unit to establish and maintain child care eligibility for customers with open OWF and/or Food Stamp cases
- Assist in vendor reimbursements for child care providers
- Continue outreach efforts
- Refer customers to the family unit when they are requesting additional assistance and a face to face interview is required

Adult Pod

- Responsible for instituting and maintaining cases without children
- Examples of case types include Medicaid for the blind, Aged & Disabled (MA-D, MA-B and MA-A) QMB, SLMB, DFA, MA-T and Food Stamps
- Identify and refer potential CMS applicants to a medical support case manager
- Schedule customers under a team-oriented case bank system
- Schedule all work activity required individuals for an assignment at the Job Center (1111 East Broad Street)

Family Pod

- Responsible for instituting and maintaining face to face interview requirement cases with children

LEP Pod (Limited English Proficiency)
- Comprised of a team of specialists as outlined above with each being responsible for different programs (Healthy Start/Child Care, Family, Adult)
- Location Of Pods initially at the West & North East centers
- Coordinate efforts with Resettlement Agencies and Service Providers
- Full Time interpreters to be located in pods
- Take lead in providing cultural activities for centers

Medical Support Pod
- Responsible for instituting and maintaining all nursing home, and waiver cases
- Process initial applications from all hospital contacts (NCO, Medassist) unless there is an address match
- Process all CMS packets for the agency

Transportation Pod
- Handle all aspects of transportation service delivery for all cases except LEAP

Learning Earning and Parenting (LEAP) Pod
- Centralized LEAP Pod located in the ECOC
- Institute and maintain LEAP cases
- Responsible for home visits, school visits and collaborating with the community to deliver supportive services to LEAP teens

JOB Center/Workforce Development
- Schedule work activities
- Client Orientation and Assessment
- Direct Job Placement
- Marketing
- Retention
- Collect schedules and input turn-around information in CRIS-E
- Process case changes as result of information provided by schedule (sanction)
- Determine "Good Cause" for customers
- Lift sanctions & reestablish benefits, if applicable
- Develop & monitor all work sites
- Provide support and retention services to all required participants
- Hearings/Compliances for sanctions
- Interview all jobs mandatory customers t create employability plan
- Complete WPRA driver (WPEP, WPAS, WPSI, WPWA), Self Sufficiency Plan and Contract, Referral Form (113) and other required forms